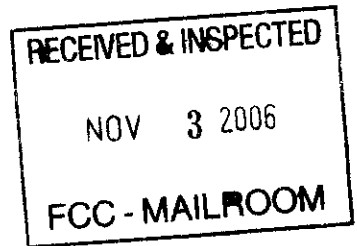




5822 Roseville Road  
Sacramento CA 95842  
916 338.7070  
fax 916.338.3289  
www.questsys.com

DOCKET FILE COPY ORIGINAL



10/31/06

Federal Communications Commission  
Office of the Secretary  
9300 East Hampton Drive  
Capitol Heights, MD 20743

CC Docket No. 02-6  
CC Docket No. 96-45

Request for Review, FRN 1139270

Attached please find the Denied Decision of Appeal received from USAC dated 10/9/06 regarding FRN 1139270. USAC has denied payment on two items:

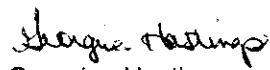
- 1) UPG WARR HP CPE 3Y NXT DAY HW  
MSL5030 Library  
Part # U2859E \$2326.00
- 2) BACKUP EXEC 10D WIN SVR V10.1  
E/FI/G/SJ/C/K MEDIA KIT  
Part # N180448 \$37.40

Paragraph 2 of the Denied Decision of Appeal explains that the "upgraded Warranty" was denied payment because it was not approved during the Form 471 review process (true), or through an approved service substitution (false), or the item 21 (unclear as to the reference of item 21). There is no clear explanation regarding the denial of payment for the Backup product.

Attached is the Service Substitution letter dated 1/4/06 in the amount of \$22,070.50. This substitution request includes the two items listed above along with other line items that have been approved for payment. Also attached is the Supplemental Form 471 Application Approval Letter dated 2/27/06 approving of the minor modifications submitted on the Service Substitution letter.

Your attention to this matter is sincerely appreciated. If additional information is required, I may be contacted at [georgina\\_hastings@questsys.com](mailto:georgina_hastings@questsys.com), or 916-338-7857 ext 7372.

Thank you for your time,

  
Georgina Hastings





Universal Service Administrative Company

**Schools & Libraries Division**

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**Administrator's Decision on Invoice Appeal**

October 9, 2006

Georgina Hastings  
Quest Media & Supplies, Inc.  
5822 Roseville Road  
Sacramento, CA 95842

Re:    SLD Invoice Number            641609  
       SLD Invoice Line(s)           2336691  
       471 Application Number:      414517  
       Funding Request Number(s): 1139270  
       Correspondence Dated:        August 17, 2006

After thorough review and investigation of all relevant facts, the Universal Service Administrative Company (USAC) has made its decision in regard to your appeal. This letter explains the basis of USAC's decision. If your letter of appeal included more than one SLD Invoice Number, please note that for each invoice for which an appeal is submitted, a separate letter is sent.

Funding Request Number(s):        1139270  
Decision on Appeal:                    **Denied**  
Explanation:

During the invoice review, reimbursement can only be issued for products that were approved during the Form 471 review process. It was determined that you invoiced for products that were not approved during the Form 471 review process or through an approved service substitution. These products include the "Upgraded Warranty" that is listed on the invoice, but not the approved service substitution or the item 21. Therefore, this appeal is denied.

If you believe there is a basis for further examination of your application, you may file an appeal with the Federal Communications Commission (FCC). You should refer to CC Docket No. 02-6 on the first page of your appeal to the FCC. Your appeal must be received or postmarked within 60 days of the above date on this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. If you are submitting your appeal via United States Postal Service, send to: FCC, Office of the Secretary, 445

12th Street SW, Washington, DC 20554. Further information and options for filing an appeal directly with the FCC can be found in the "Appeals Procedure" posted in the Reference Area of the USAC/School and Libraries web site or by contacting the Client Service Bureau. We strongly recommend that you use the electronic filing options.

Thank you for your continued support of and participation in the E-rate program.

Schools and Libraries Division  
Universal Service Administrative Company

Cc:  
Vikki Gillett  
Chico Unified School District.  
1163 East 7<sup>th</sup> Street  
Chico, CA 95928 5903



**Universal Service Administrative Company**  
Schools & Libraries Division

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**SUPPLEMENTAL FORM 471 APPLICATION**  
**APPROVAL LETTER**

February 27, 2006

Vikki Gillett  
Chico Unified School District  
1163 East Seventh Street  
Chico, Ca 95928

Form 471 Application Number: 414517

**Dear Applicant:**

This letter is your notification that the FCC Form 471, *Services Ordered and Certification Form* you submitted for **Minor Modifications** was received and approved. You are now authorized to make the changes identified in your submission.

This letter does NOT authorize any increase in funding of any Funding Request Numbers (FRNs) contained in your submission. If the changes represent a cost decrease from the original commitment amount for the Funding Request Numbers (FRNs) listed below, the Schools and Libraries Division (SLD) automatically adjusts the funding commitment for the affected FRNs. If applicable, the amount of the reduction and the revised funding commitment will be shown below for the affected FRNs.

**Do NOT file FCC Form 500 to reflect any funding reduction from this service substitution request, as the funding reduction has already been taken.**

**Please keep this letter for your records. This is the only notification you will receive indicating the processing of the above-submitted form, and of a reduced funding commitment if a cost decrease is included.**

The Funding Request Numbers (FRNs) listed below are the only changes to products or services authorized for this Minor Modification filing.

**FRN(s): 1139270**

**Reduction: No Change**

If you have any questions regarding the above information, please write to us at "SLD, Box 125-  
Correspondence Unit, 80 South Jefferson Road, Whippany, NJ 07981."

#### TO APPEAL THIS DECISION

If you wish to appeal a decision in this letter, your appeal must be received by the SLD or postmarked within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. In your letter of appeal:

1. Include the name, address, telephone number, fax number, and (if available) e-mail address for the person who can most readily discuss this appeal with us.
2. State outright that your letter is an appeal. Include the following to identify the letter and the decision you are appealing:
  - appellant name,
  - applicant or service provider name, if different than appellant,
  - applicant BEN and service provider SPIN,
  - <insert application or form number> as assigned by the SLD,
  - <insert name of the letter and funding year - both are located at the top of the letter, **AND**
  - the exact text or the decision that you are appealing.
3. Please keep your letter to the point, and provide documentation to support your appeal. Be sure to keep a copy of your entire appeal, including any correspondence and documentation.
4. If you are an applicant, please provide a copy of your appeal to the service provider(s) affected by the SLD's decision. If you are a service provider, please provide a copy of your appeal to the applicant(s) affected by the SLD's decision.
5. Provide an authorized signature on your letter of appeal.

To submit your appeal to the SLD by e-mail, use the "Submit a Question" feature on our web site at [www.sl.universalservice.org](http://www.sl.universalservice.org). Click "Continue," choose "Appeals" from the Topics Inquiry on the lower portion of your screen, and click "Go" to begin your appeal submission. The system will prompt you through the process. The SLD will automatically reply to incoming e-mails to confirm receipt.

To submit your appeal to the SLD by fax, fax your appeal to (973) 599-6542.

To submit your appeal to the SLD on paper, send your appeal to:

Letter of Appeal  
Schools and Libraries Division  
Box 125 - Correspondence Unit  
80 South Jefferson Road  
Whippany, NJ 07981

While we encourage you to resolve your appeal with the SLD first, you have the option of filing an appeal directly with the Federal Communications Commission (FCC). You should refer to CC Docket No. 02-6 on the first page of your appeal to the FCC. Your appeal must be received by the FCC or postmarked within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. We strongly recommend that you use the electronic filing options described in the "Appeals Procedure" posted in the Reference Area of our web site. If you are submitting your appeal via United States Postal Service, send to: FCC, Office of the Secretary, 445 12th Street SW, Washington, DC 20554.

January 4, 2006

Service Substitutions  
Schools and Libraries Division  
Box 125 Correspondence Unit  
100 South Jefferson Road  
Whippany, New Jersey 07981-1009

The Chico Unified School District (Billed Entity Number 144632) is requesting a service substitution for application number 414517 and Funding Request Number 1139270. The specific change requested is as follows:

FROM:			
Description	Function/Product Type	Unit Cost	Extended Cost
1 HP Storage Works MSL6030, part# AD597A Tape library rack-mountable LTO Ultrium -- 30 -- 5U	Storage Devices/Storage Products	\$5,273.00	\$5,273.00
			<b>TOTAL:</b> \$5,273.00
TO:			
Description	Function/Product Type	Unit Cost	Extended Cost
2 HP Storage Works Ultrium 960, part# AD612A Tape drive -- LTO Ultrium (Ultrium 3) 480 GB/960GB	Storage Devices/Storage Products	\$9,500.00	\$19,000.00
1 HP Electronic Care Pack extended service agreement, part# U2859E Extended service agreement parts and labor 3 years - onsite	Storage Devices/Storage Products	\$2,326.00	\$2,326.00
2 Tripp Lite SCSI external cable, part# S456-006 SCSI external cable -- Ultra 160/320 -- LVD/SE 68 pin VHDCI (M) -- 68 pin VHDCI (M) 6 ft	Storage Devices/Storage Products	\$64.85	\$129.70
1 Veritas Software UPG-C Backup Exec 10D win svr cont prot V10.1 Multiple Bundle, part# V182008-01EU42	Storage Devices/Storage Products	\$315.17	\$315.17
1 Veritas Software UPG-C Backup Exec 10D win library exp option V10.1 Lic, part# A180598-01EU42	Storage Devices/Storage Products	\$262.23	\$262.23

1 Veritas Software Backup Storage Devices/Storage Products	\$37.40	\$37.40
exec 10D windows svr		
V10.1 E/F/I/G/S/J/C/K Media		
Kit, part# N180448		

**TOTAL:** \$22,070.50

I certify:

That the substituted products or services have the same functionality as contained in the original proposal;

That the substitution does not violate any contract provisions or state or local procurement laws;

That the substitution does not result in an increase in the percentage of ineligible services or functions; and

That the requested change is within the scope of the controlling FCC Form 470, including any associated Requests for Proposal for the original services.

The requested service substitution provides neither an increase nor a decrease in the cost.



Extremely Urgent

Customer: This service area is provided for your internal use and convenience. Service must be marked on airbill.

FedEx Service:

FedEx  
EMP# 179331-02NOV06

STANDARD OVERNIGHT  
RECEIVED & INSPECTED  
FRI  
Deliver By: 03 NOV 06  
A2

TRK# 8545 0196 6331

FORM 3 2006  
NOV 3 2006  
BWI

XH CB04

63  
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FedEx  
Express

20743

-MD-US



1 From This portion can

Date 11/0.

Sender's Name Ge

Company QUEST

Address 5882 ROSEVILLE RD

City SACRAMENTO

State CA ZIP 95842

RECIPIENT: PEEL HERE

2 Your Internal Billing Reference

3 To

Recipient's Name

Phone

Federal Communications Commission  
Office of the Secretary

Company

Recipient's Address

9300 East Hampton Drive

We cannot deliver to P.O. boxes or P.D. ZIP codes.

Dept./Floor/Suite/Room

Address

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Capitol Heights

State MD

ZIP 20743

City

0324078205



8545 0196 6331

FedEx office.

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Federal Express Corporation

155478  
155475  
155476F25  
155476F50  
REV 6/04 RT

Route

Tina

Delivery Point

TW-B204

11/03/06  
11:05:51

OND

PO#

Sdr QUEST MEDIA AND SUPP

854501966331



W102004XAV

as Package Se

riority Overnight

as morning \* Friday

as will be delivered on Monday

unless SATURDAY Delivery is selected.

Next business afternoon \*  
Saturday Delivery NOT available.

FedEx First Overnight  
Earliest next business morning  
delivery to select locations.  
Saturday Delivery NOT available.

☐ FedEx 2Day  
Second business day \* Thursday  
shipments will be delivered on Monday  
unless SATURDAY Delivery is selected.

☐ FedEx Express Saver  
Third business day \*  
Saturday Delivery NOT available.

FedEx Envelope rate not available. Minimum charge: One pound rate.

\* To meet locations.

4b Express Freight Service

☐ FedEx 1Day Freight\*  
Next business day \*\* Friday  
shipments will be delivered on Monday  
unless SATURDAY Delivery is selected.

☐ FedEx 2Day Freight  
Second business day \*\* Thursday  
shipments will be delivered on Monday  
unless SATURDAY Delivery is selected.

Packages over 150 lbs.  
☐ FedEx 3Day Freight  
Third business day \*\*  
Saturday Delivery NOT available.

\*\* To meet locations.

\* Call for Confirmation.

5 Packaging

☒ FedEx Envelope\*

☐ FedEx Pak\*  
Includes FedEx Small Pak,  
FedEx Large Pak, and FedEx Sturdy Pak.

☐ FedEx Box

☐ FedEx Tube

☐ Other

\* Declared value limit \$500.

6 Special Handling

☐ SATURDAY Delivery  
Not available for  
FedEx Standard Overnight,  
FedEx First Overnight, FedEx Express  
Saver, or FedEx 2Day Freight.

☐ HOLD Weekday  
at FedEx Location  
Not available for  
FedEx First Overnight.

☐ HOLD Saturday  
at FedEx Location  
Available ONLY for FedEx Priority  
Overnight and FedEx 2Day  
to select locations.

Does this shipment contain dangerous goods?  
One box must be checked.

☐ No ☐ Yes  
As per attached  
Shipper's Declaration.

☐ Yes  
Shipper's Declaration  
not required.

☐ Dry Ice  
Dry Ice, 8 UN 1845

☐ Cargo Aircraft Only

Dangerous goods (including dry ice) cannot be shipped in FedEx packaging.

7 Payment Bill to:

Enter FedEx Acct. No. or Credit Card No. below:

Obtain Recip  
Acct. No.

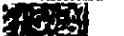
☒ Sender  
Acct. No. in Section  
1 will be billed.

☐ Recipient

☐ Third Party

☐ Credit Card

☐ Cash/Check



Total Packages

Total Weight

Total Charges

1

1

1

\*Our liability is limited to \$100 unless you declare a higher value. See the current FedEx Service Guide for details.

8 NEW Residential Delivery Signature Options

If you require a signature, check Direct or Indirect.

☐ No Signature  
Required  
Packages may be left with-  
out obtaining a signature  
for delivery.

☐ Direct Signature  
Anyone at recipient's  
address may sign for delivery.  
Fee applies.

☐ Indirect Signature  
If no one is available at  
recipient's address, anyone  
at a neighboring address may  
sign for delivery. Fee applies.

519

Rev. Date 8/05-Part #158278-01284-2005 FedEx-PRINTED IN U.S.A.-SIF

